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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

J1036 U.S. PTO
10/015264
12/12/01

Docket No. AUS920010826US1

Date: 12/12/2001

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):
MICHAEL WAYNE BROWN, JOSEPH HERBERT MCINTYRE, MICHAEL A. PAOLINI,
JAMES MARK WEAVER, AND SCOTT LEE WINTERS

For: PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION
ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

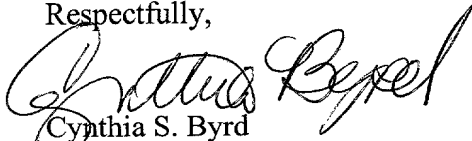
☒ 48 Pages of Specification including an Abstract
☒ 17 Pages of Claims
☒ 9 Sheet(s) of Drawings
☒ A Declaration and Power of Attorney
☒ Form PTO 1595 and assignment of the invention to IBM Corporation

CLAIMS AS FILED

FOR	Number Filed		Number Extra		Rate		Basic Fee (\$740)
Total Claims	54	-20 =	34	X	\$18	=	\$612.00
Independent Claims	9	3 =	6	X	\$ 84	=	\$504.00
Multiple Dependent Claims	0			X	\$280	=	\$
Total Filing Fee =							\$1856.00

☒ Please charge \$ 1856.00 to IBM Corporation, Deposit Account No. 09-0447.☒ The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.☒ Any additional filing fees required under 37CFR § 1.16.☒ Any patent application processing fees under 37CFR § 1.17.

Respectfully,



Cynthia S. Byrd

Reg. No. 39,365

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